

Minutes of the WG&E Meeting on Installations

July 19, 2022 at 1:30

virtual meeting for WG&E

Present: WG&E: Chris LaVertu, Brian Sullivan

MLB: Art Schwenger(Chair), Bill Fontes, and Ned Wolf

with MLP Manager Sheila Litchfield

Sheila spoke of the Serv-13 DocuSign which Chris said would be revised. She said that we have not yet received the revised version. Chris said he would check on it.

Sheila said that she will send an email to Betsy regarding the customer at 12 Westbrook. The customer intended to sign up for an active drop. The customer is eligible for the full subsidy. Sheila will ask Betsy to proceed with the installation that the customer has requested.

Art asked how many installations are left to do in addition to the 2 scheduled for July 20th.

Sheila looked into the CRM and reported this table:

<u>FSA</u>	<u>Number still to be installed</u>
4	35
1	10
2	<u>13</u>
	58

Chris said that if you remove the 2 scheduled for July 20, there are 56 installations left to do. Chris said that there are 21 cold drops.

When members asked Chris about increasing the rate of installations, he said that they have freed up technicians to get those slots filled.

Bill asked if 92 Sadoga Rd. is complete. Chris replied yes and that during the outage of the Muni-network 26 tails were made available for installations in Mohawk Estates.

Chris asked Betsy what she recommends a customer do with the router and equipment upon leaving to live elsewhere. Betsy said that if the house has been sold they recommend that the person leave the router and equipment.

Sheila told Chris that she still has the faulty MST from 33 Hosmer Rd. Chris said he will ask someone from Whip City to pick it up.

Brian said that of the most recent group of terminations there remain 2 customers who have not paid.

The meeting adjourned at 1:46.

Respectfully submitted,

Ned Wolf